



National Institute of Urban Affairs

**Request for Empanelment (RFE)
for**

**Shortlisting 'IMPLEMENTATION PARTNERS' for implementation of National
Urban Governance Platform (NUGP) & Reference Municipal Service Applications
at States/ UTs**

under

National Urban Digital Mission (NUDM)

by



Empowering States/ UTs- e-governance in ULBs

Published by:

**NIUA,
1st Floor, Core 4B, India Habitat Centre
Lodhi Road, New Delhi- 110 003**

(Building Cities that work for people)

November 2022

Disclaimer

The information contained in this Request for Expression of Interest (“RFE”) document or subsequently provided to Applicant/s, whether verbally or in documentary form by or on behalf of the National Institute of Urban Affairs (NIUA), or any of their representatives, employees or advisors (collectively referred to as “NIUA Representatives”), is provided to Applicant(s) on the terms and conditions set out in this RFE Document and any other terms and conditions subject to which such information is provided.

This RFE Document is not an agreement and is neither an offer nor an invitation by the NIUA Representatives to any other party. The purpose of this RFE Document is to provide interested parties with information to assist the formulation of their Application for Shortlisting (“**AFS**”) pursuant to this RFE Document. This RFE Document includes statements, which reflect various assumptions and assessments arrived at by NIUA in relation to the assignment. Such assumptions and statements, in this RFE Document do not purport to contain all the information that each Applicant may require. This RFE Document may not be appropriate for all persons, and it is not possible for NIUA Representatives to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFE Document. The assumptions, assessments, information and statements contained in this RFE Document may not be accurate, adequate and complete and each Applicant should conduct its own enquiries and analyses, and should check the accuracy, reliability and completeness of the assumptions, assessments, information and statements in this RFE Document, and obtain independent advice from appropriate sources.

NIUA Representatives make no representation or warranty and shall incur no liability to any person, including any Applicant or Bidder, under any law, statute, rule or regulation or tort, principles of restitution for unjust enrichment or otherwise for any loss, damages cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFE Document or otherwise, including the accuracy, reliability or completeness of the RFE Document and any assessment, assumption or information contained therein or deemed to form part of this RFE Document or arising in any way with qualification of Applicants for participation in the Bidding Process.

The NIUA Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFE Document or cancel this RFE process.

This document aims towards the empanelment of the firms that will be considered for selection as IMPLEMENTATION PARTNERS at States/ UTs to implement the NUGP and the associated reference applications. **This process must not be considered as the selection process.**

Fact Sheet

NIUA will endeavour to adhere to the following schedule:

Table 1: Fact Sheet (Schedule of Empanelment)

Sr. No.	Event Description	Dates
1.	Publishing the RFE	4 th November 2022
2.	Queries submission	14 th November 2022, 1700 hrs
3.	Pre-application Meeting	15 th November 2022, 1500 hrs https://meet.google.com/zki-wfum-hdg
4.	Clarifications	17 th November 2022, 1700 hrs
5.	Invitation for Proposals - Submission of Technical Proposal (by eMail)	25 th November 2022, 1500 hrs
6.	Date for opening of Proposals	25 th November 2022, 1600 hrs
7.	Evaluation of the proposals	To Be Declared
8.	Declaration of the Empanelled VENDORS	To Be Declared

Glossary

Table 2: Abbreviations

S No.	Terms	Meaning
1.	AFS	Application for Shortlisting
2.	BOM	Bill of Material
3.	BPR	Business Process Re-engineering
4.	CDG	Centre for Digital Governance
5.	CSP	Cloud Service Provider
6.	DC	Data Centre
7.	DNS	Domain Name Server
8.	DR	Disaster Recovery
9.	DRC	Disaster Recovery Centre
10.	EMD	Earnest Money Deposit
11.	ETL	Extract – Transform - Load
12.	FRS	Functional Requirement Specifications
13.	GIS	Geographical Information Systems
14.	GUI	Graphical User Interface
15.	IaaS	Infrastructure as a Service
16.	HLD	High Level Design
17.	HO	Head Office
18.	ICT	Information and Communication Technology
19.	IoT	Internet of Things
20.	IP	Internet Protocol
21.	IT	Information Technology
22.	ITIL	Information Technology Infrastructure Library
23.	IVRS	Interactive Voice Response System
24.	KPI	Key Performance Indicator
25.	LAN	Local Area Network
26.	LOA	Letter of Award
27.	LOI	Letter of Intent
28.	MeitY	Ministry of Electronics & Information and Technology
29.	MoHUA	Ministry of Housing & Urban Affairs
30.	MoU	Memorandum of Understanding
31.	NIC	National Informatics Centre
32.	NIUA	National Institute of Urban Affairs
33.	NUDM	National Urban Digital Mission
34.	NUGP	National Urban Governance Platform
35.	NUIS	National Urban Innovation Stack
36.	O&M	Operations and Maintenance
37.	OEM	Original Equipment Manufacturer
38.	OGC	Open Geospatial Consortium
39.	OS	Operating System
40.	OTP	One Time Password

41.	OWASP	Open Web Application Security Project
42.	PaaS	Platform as a Service
43.	PKI	Public Key Infrastructure
44.	QCBS	Quality cum Cost-Based Selection
45.	RFE	Request for Empanelment
46.	RFP	Request for Proposal
47.	SaaS	Software as a Service
48.	SCM	Smart Cities Mission
49.	SDD	Software Design Document
50.	SLA	Service Level Agreement
51.	SMS	Short Message Service
52.	SOP	Standard Operating Procedures
53.	SRS	System Requirement Study
54.	UAT	User Acceptance Testing
55.	ULB	Urban Local Body
56.	URL	Uniform Resource Locator
57.	VM	Virtual Machine

Table of Contents

A. Introduction	9
1. Context & Background.....	9
2. Purpose & overview of the RFE.....	11
3. Intended Outcome of this RFE.....	11
4. Institutionalized Governance structure.....	11
B. Terms of Reference	12
1. Scope of Work.....	12
2. Focal points of Implementation at States/ UTs under the central empanelment.....	15
3. Project Timelines.....	16
4. Availability of RFE Document and communications.....	16
5. Validity of Applications.....	16
6. Description of Empanelment Process.....	16
7. Pre-Application Conference.....	16
C. Instructions to Applicants	17
1. General.....	17
2. Tender Fee & EMD.....	17
3. Eligible Applicants.....	17
4. Number of Applications.....	17
5. Application Preparation Cost.....	17
6. Acknowledgement by the Applicant.....	17
7. Right to Accept or Reject any of the Applications.....	18
8. Amendment of RFE Document.....	18
9. Clarifications.....	18
D. Preparation and Submission of Application	18
1. General Terms for examination of Proposals.....	18
2. Language.....	19
3. Submission of Application.....	19
4. Sealing and Marking of Applications.....	19
5. Application Due Date.....	20
6. Late Applications.....	20
7. Opening of Applications.....	20
8. Evaluation of Applications.....	20
9. Confidentiality.....	20
10. Tests of Responsiveness.....	20
11. Clarifications to Facilitate Evaluation.....	20
12. Conflict of Interest.....	20
13. Shortlisting of IMPLEMENTATION PARTNER.....	21
E. Criteria for Evaluation	21
1. Evaluation of Applications.....	21
2. Manpower: Roles & Responsibilities.....	23
3. Fraud and Corrupt Practices.....	27
4. Miscellaneous.....	27
F. Annexures & Appendices	28
Annexure 1: Format for Letter of Application.....	28
Annexure 2: Format for Power of Attorney for Signing of Application.....	29
Annexure 3: Format for Details of Applicant.....	30
Annexure 4A: Format for Financial Capability of the Applicant**.....	31
Annexure 4B: Positive Networth of the Applicant**.....	32
Annexure 5A: Format for Project Experience of the Applicant.....	33
Annexure 5B: Supporting format for Project Experience of the Applicant.....	34
Annexure 6: Format for Affidavit Certifying that Entity/Director/s of Entity are not Blacklisted.....	35

I/107/2021

Annexure 7: Format for HR Certification of the Technical Manpower	36
Annexure 8: Pre-bid/ pre-application queries' format.....	37
Annexure 9: Preference of the States/ UTs.....	37
Appendix I: Important Links	38
Appendix II: ULBs registered for respective State/UT and Status.....	
of MoU Signed with State/ UT	39

Index of Tables

Table 1: Fact Sheet (Schedule of Empanelment)	3
Table 2: Abbreviations	4
Table 3: Scope of Work (Indicative)	14
Table 4: Deliverables	15
Table 5: Timelines (Indicative)	16
Table 6: Application Check-list along with the proposal	19
Table 7: Qualification Criteria	21
Table 8: Manpower: Roles & Responsibilities (Indicative)	23
Table 9: Indicative Number of registered ULBs State/UT-wise and Status of MoU Signed with State/ UT	39
Table 10: Classification of ULBs	40

A. Introduction

1. Context & Background

The Ministry of Housing and Urban Affairs (M/o HUA), Government of India, is leveraging digital technology and e-governance to address modern India's urban challenges and enhance ease of - living and - doing business in India's cities. This endeavour is in alignment with India's national objectives to promote inclusive and sustainable urban spaces. Across India, States and Urban Local Bodies (ULBs) across India are at different stages of maturity in terms of urban e-governance. Urban Local Bodies are small local bodies that administer or governs a city or a town of specified population (to view the details pertaining to Urban Local Bodies, please visit the website <https://lgdirectory.gov.in/>).

Such States and ULBs encounter various challenges in providing municipal service delivery and governance. In February 2021, M/o HUA launched the National Urban Digital Mission (NUDM) to streamline and coordinate efforts of the urban ecosystem to support States in harnessing the power of digital technology for data-driven governance and last mile service delivery. The NUDM will create shared digital infrastructure as a public good in the shape of state-of-the-art digital urban platforms, building blocks as reference applications for most-needed e-governance solutions, data infrastructure to manage the core digital urban data, and the infrastructure required for its seamless exchange. The NUDM will consolidate and cross-leverage the various digital initiatives of the Ministry of Housing and Urban Affairs, enabling cities and towns across India to benefit from holistic and diverse forms of support, in keeping with their needs and local challenges.

Approach:

The NUDM will be rolled out across three key pillars:

- a) **Platforms:** The NUDM will leverage technology in service of an improved quality of life for every citizen. NUDM will create a shared digital infrastructure as a public good through open source, customisable digital urban platforms, building blocks, data infra to manage the core digital urban data, and the infrastructure required for its seamless exchange. One of the key initiatives of the NUDM is the creation of a shared digital infrastructure, to be made available to every Indian State and UT.
 - i. This shared digital infrastructure is the National Urban Governance Platform (NUGP). The NUGP is the initial offering of the NUDM with 9 reference municipal service applications. States and UTs may adopt a central instance of the NUGP, or customise and configure it for their needs. States will be supported by capacity building and hand holding by the team implementing NUDM at the National Institute of Urban Affairs (NIUA). The Mission will also cross-leverage existing platforms which are part of the digital initiatives of MoHUA.
 - ii. The NUGP will act as a collection of cloud-based software building blocks, where each building block will provide a single capability across potentially multiple urban services, accessible through simple, open APIs that are compatible with relevant standards. Additionally, a set of open standards and specifications will be spelt out that enable the ecosystem players to innovate on the stack. Together, these building blocks and standards will create a powerful framework to drive collaboration and faster implementation cycles for urban initiatives. The NUGP will enable states and ULBs to:
 - Provide "Single Window" services to citizens on anytime - anywhere basis
 - Develop a single and integrated view of ULB information system across the states
 - Provide timely & reliable management information relating to municipal administration for effective decision making
 - Adopt a standards-based approach to enable integration with other related applications
 - iii. Through its broad integration capabilities, the NUGP will ultimately provide the foundation for wide-scale deployment of digital infrastructure in urban India. It will enable "Cyber-Physical integration" in the urban ecosystem.
- b) **Process/Frameworks:** The NUDM will improve governance through standards and frameworks for collaboration and impact. The NUDM will facilitate the states/UTs in constituting the program governance model, vision, mission, KPIs and goals.
 - i. At the core of Mission design is the choice-architecture built in the Technical Implementation Guidelines to enable States to drive the implementation as per their preferred modes.

- ii. If a State or UT chooses to continue using its previously implemented governance platform, the Mission will also publish standards such as Reference Architecture for Municipal Governance; Knowledge Standards for key data elements and standardized data interpretation; API Specifications for linking key KPIs at national level; and Data Models for standardized NUGP implementation.
- iii. These standards will enable the standardised storage, sharing and understanding of municipal data, as well as implementation of uniform service level benchmarks across the state. This will strengthen the capacity of the ecosystem to solve complex urban problems at scale and speed.
- iv. The Mission will provide standard Program Implementation Guidelines for efficient implementation of platform & applications. Standards for platforms, software, and data reporting related to municipal services delivery. Standards provide a way for interoperability across multiple systems thus ensuring compatibility across various systems and solutions used by States/ ULBs in India. Compliance with standards increases the extensibility of the platform and applications, so that future needs and use cases can be met rapidly and relatively easily, by building on what already exists.
- v. States can use the Model RFP for Implementation partner/ SI on boarding & support in customization as per state/UT needs.

c) **People:** The NUDM will identify and define the role of the key human resources who will mobilise, enable and empower stakeholders across the urban ecosystem. The digital transformation of Indian cities will be facilitated through human interventions at various levels of governance. This will include empowered officials at state and city levels, assisted by program management and implementation units.

From the Centre, the Mission will be guided by the Apex Committee, and Technical Task Force; with the activities of the Mission being anchored by the Centre for Digital Governance at the NIUA.

Through partnerships with State & UT governments, industry associations, MSMEs, and key players of the urban ecosystem, the Mission targets the implementation of the NUDM across India by 2026. This implementation of NUGP is in service of enabling cities and states to provide end-to-end delivery of municipal services to every Indian citizen by 2026.

This ambitious task can only be achieved by enabling states and cities to create contextual solutions for their own needs. The decision making is then transferred from the state and then to the city. The approach for this vision is driving the adoption of the platform and building the ecosystem which can customise and configure this platform for the needs of the state. The implicit idea for each state and city, therefore, is to build capacity among members of the quadruple helix i.e. government, industry, civil society, and academia to work in conjunction to realise the vision for states and cities.

Anchor Institute for the NUDM:

The Centre for Digital Governance (CDG) at the National Institute of Urban Affairs is the anchor institute for the NUDM. Envisioned as a trusted partner for digitally-enabled governance transformation, CDG works across multiple practice areas, including governance, platforms, partnerships, learning, research, and communications.

NIUA endeavours to create the open reference platform - the National Urban Governance Platform (NUGP) - for the benefit of State/UTs. It is envisaged that all the selected IMPLEMENTATION PARTNERS by respective States/ UTs will be imparted adequate Change Management Training for the developed modules so as to hand-hold the States/ UTs appropriately during the Project Implementation.

CDG (NIUA) Engagement at States:

A tripartite agreement has been signed with 21 states between, State Urban Development Department (UDD), MoHUA & NIUA that governs the implementation of UPYOG platform for ULBs and urban development bodies such as Town Planning & Development Authorities for their all/specific modules. The detailed list of states is enclosed at Appendix II.

Implementation of the NUGP at the State level:

Implementation Partners, who have been vetted and approved to work with States/ULBs on implementing the platform. The Partners will be trained on the National Urban Governance Platform (NUGP) offered by CCSG towards ensuring they have existing capacities needed for implementation & roll-out at the State/ ULB level.

Key documents in association with this RFE can be referred at:

<https://nudm.mohua.gov.in/resources/>

2. Purpose & overview of the RFE

The purpose of this RFE is to shortlist a panel of pre-vetted IMPLEMENTATION PARTNERS who will be eligible for selection & subsequent award of contract by State Governments. The Implementation Partners will work with the State Programme Directorate (SPD), Urban Local Bodies and NUDM Team at CDG throughout the lifecycle of the implementation, Project Management including operation & maintenance(O&M) of Municipal e-governance solution.

The States/ UTs are classified in three types based upon the number of ULBs available at respective States/ UTs. This classification has been purposed to clearly bring out the targeted timelines of implementations in different States/ UTs.

Availability of pre-vetted IMPLEMENTATION PARTNERS via this RFE to partner with Project Management teams at States/UTs is envisaged to fast track field level implementations across States/UTs. When bidding for State-level projects, IMPLEMENTATION PARTNERS may come together in the form of a consortium amongst themselves or any other entity basis State/ UT requirements, to optimize implementations across small /medium /large ULBs and across the State/ UT. Alternately, they may participate as sole bidders as well.

The empanelment of the participating bidders will be based on the Pre-qualification (PQ) criteria, as set in this RFE, only.

This panel of partners will be updated from time to time (as communicated on NIUA website), based on new applications for empanelment and feedback from States/UTs.

Each State/ UT may require one or more IMPLEMENTATION PARTNERS to fulfil the broad swathe of functions that comes with implementing the Municipal e-governance solution across multiple ULBs. Thus, IMPLEMENTATION PARTNERS may be required for one or more of the responsibilities as indicated in Scope of Work (Section B)

To ease and fast track the procurement process at the States/UTs, NIUA shall be proposing a Model RFP for States/UTs to adopt. The Model RFP to contain the marking scheme and evaluation criteria for QCBS selection. Marking scheme shall consider the bidder's capacity, competence and track record to deliver projects of scale & complexity as desired by the respective State/UT.

The scope of work for partners to be further detailed out at the time of selection at States/ UTs based on the requirements and capacity of the urban local bodies. It will be desired that the empanelled agencies should comply with NUGP training requirements to build capacities within their proposed teams.

To ensure the quality of delivery by the IMPLEMENTATION PARTNER and its continued effective empanelment, the performance will be monitored periodically by CDG.

3. Intended Outcome of this RFE

As an outcome of this RFE, an empanelment list shall be published. The firms can submit their geographical preferences as per Annexure 9.

4. Institutionalized Governance structure

To ensure an effective implementation of the NUGP, the program is being driven and monitored by a well-defined Governance Structure at the Central level. The following key institutional mechanisms are being instituted as part of the Governance Structure for NUGP at Central level:

1. Apex Committee [Chaired by Secretary (HUA), Government of India]
2. Technical Task Force for technical oversight of the program
3. Technical Advisory Committee (TAC) to advice on specific technical questions
4. Nodal Coordinators across States

B. Terms of Reference

1. Scope of Work

This section should be considered as a broad Scope of Work to enable potential partners to estimate the quantum of work that may be required at State/UT/ULB level. The required activities are outlined, however, considering the targeted implementation as States/ UTs subject. The quantification of the activities to reach the exact and actual Bill of Quantities will be notified by respective States/ UTs at the time of selection process for State IMPLEMENTATION PARTNERS.

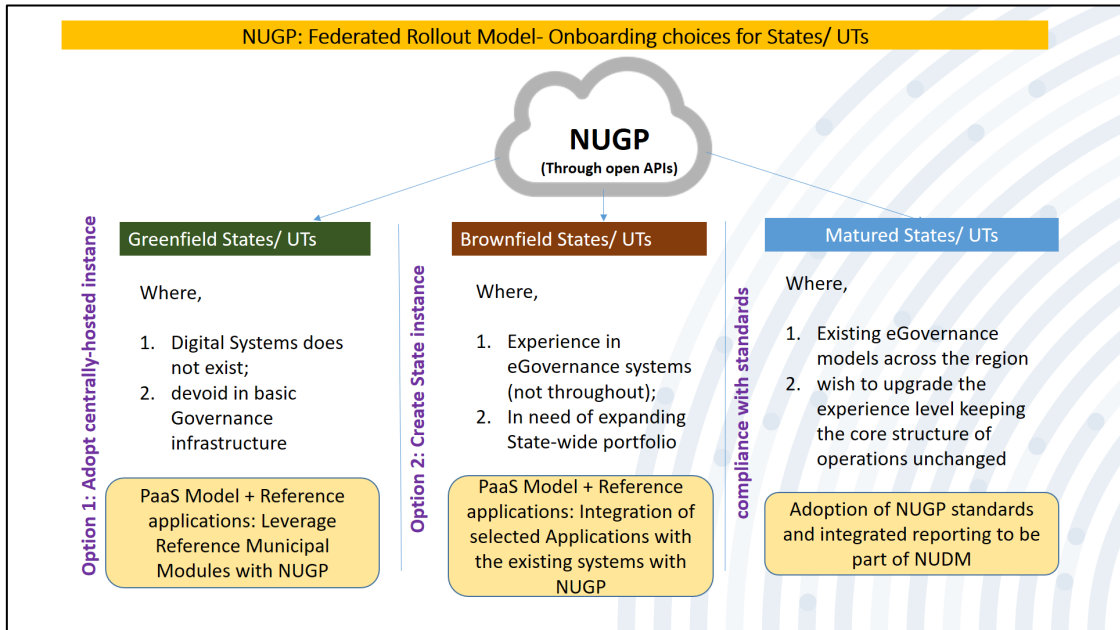
The scope of work detailed in this section is general and comprises a list of activities in line with the mission objective. The scope is broadly applicable to a majority of States and takes into consideration the variance among States and the stage of urban e-governance journey in which they are at. Therefore, this scope of work should be viewed as indicative and non-exhaustive, rather it is a reference to conduct the evaluation process. States/ UTs are expected to customize and alter this to suit their individual requirements.

The Scope of responsibilities of the empanelled vendors/ IMPLEMENTATION PARTNERS will primarily include the implementation of the NUGP platform with the reference applications (non-exhaustive) at the States/ UTs, which will be the essential step towards expansion of the mission objectives from Centre to intended and diversified State- level.

The IMPLEMENTATION PARTNER will be responsible to support the State Implementation Teams for a time bound rollout followed by the O&M phase of the NUGP platform with additional set of services as identified by the respective States/ UTs. The States/ UTs will come out with their respective modules in addition to the NUGP central platform based upon the ULB' inputs and the IMPLEMENTATION PARTNER will ensure execution of these applications as customized, meeting the needs with seamless handshaking with central platform. The IMPLEMENTATION PARTNER will enable the production level readiness with all enhancements as desired through open APIs to bridge State and Centre level applications on near real time basis.

The States/ UTs may be in various stages, based on their current maturity level with respect to IT enabled citizen services. For ease of understanding, we may classify these stages as follows:

- a. **Greenfield:** The States/ UTs devoid in basic eGovernance infrastructure. They are in utmost need to digitally transform the citizen service model using IT platform.
- b. **Brownfield:** The States/ UTs those have some experience with e-governance systems in place not essentially throughout the region, and would like to set up a new State-wide system/ ULB level system for urban e-governance using smart and widespread IT platform.
- c. **Matured:** The States/ UTs which are using eGovernance models across the region proving citizen centric services. They would wish to upgrade the experience level keeping the core structure of operations unchanged for a better experience.



The States/ UT can adopt the following options to leverage the platform and associated service model/ facilities to adapt and strengthen Citizen Centric Governance through NUDM:

Option 1: Adopt centrally-hosted instance

- CDG at NIUA will maintain a central instance of the NUGP on a cloud server.
- States/ULBs can implement this centrally-hosted instance, focusing mainly on configuring the platform and solutions as per their needs. They can use the empanelled System Integrators and model RFP for speedy procurement needed to configure and implement the NUGP.
- This option has the advantage of being relatively quicker and lower in cost to implement (ready to use cloud infrastructure and reference applications, etc.), and will automatically ensure that the system adopted is compliant with NUIS standards. It may be particularly suitable for “greenfield” States - those where a majority of ULBs do not have much e-governance infrastructure in place.
- Only the States/ ULBs will have access to their respective data on the central instance

Option 2: Create State instance

- As the NUGP is free and open-source software platform, States/ULBs can create their own instance or module’ application, hosting it on a cloud server of their choice (or at a state data centre, etc.)
- The States/ UTs are independent to create their own micro services based model (apart from the reference applications provided to them) for ULB’ services that need to hand-shake with the platform seamlessly. The NUGP will remain unaltered at any stage, thereby the sanctity of the platform has to be maintained.
- States/ULBs that choose this option will need to procure the needed cloud infrastructure, and can work with technology partners on configuring, customizing, and possibly extending the platform and solutions as per their needs.
- This option has been designed keeping in mind the needs of “brownfield” States/ULBs, who have some experience with e-governance systems, and would like to set up a new State-wide system/ ULB level system for urban e-governance; it could also be considered by “greenfield” States/ULBs that are willing to invest the resources and time associated with setting up a new instance of the platform.

Option 3: Integrate existing platforms and solutions through compliance with standards / through standards-compliant APIs.

- The NUDM will publish standards for urban e-governance systems, including on data reporting and open APIs (refer Appendix I – Standards Guidelines)
- States/ULBs that prefer to continue using their existing systems can do so while ensuring they continue to report data digitally through compliance with these standards.

- c. This option has been designed keeping in mind the needs of “mature” States/ULBs, where there are already existing state-wide urban e-governance systems in use, and there is no rationale for switching to a new system.
- d. All systems deployed under e-governance will need to adopt the published standards on Data Models and APIs.

Option 4: Partial adoption / Partial integration

- a. States/ULBs can implement the NUGP (whether centrally-hosted or state-hosted) using some of the reference applications, while integrating existing solutions for other applications.
- b. States can implement the NUGP (whether centrally-hosted or State-hosted) in some ULBs, while other ULBs continue to use existing systems and integrate through standards compliance.

This option would be relevant to States where there are existing State-wide applications for certain services already in use, or where certain ULBs - e.g., the State capital - have already adopted an urban e-governance system. The more such intra-state variations are to be integrated, however, the greater the complexity of the program implementation in that State.

a. Phase wise- Activities

The Indicative phase-wise scope of activities will include: -

Table 3: Scope of Work (Indicative)

	Phase	Essential Activities
	State-level	
1.	Phase 1- Project Inception & Requirement Gathering	<ul style="list-style-type: none"> ● Team Mobilization at State/ UT level and ULB level ● Stakeholder Consultations ● Requirement analysis as per the State/ UT ● AS-IS analysis and gap identification for Municipal processes for NUGP services and Infrastructure- IT & Non-IT (State independent requirement and leveraging functionalities from central service platforms)
2.	Phase 2A- Implementation (Platform and Modules) at States/ UTs	<ul style="list-style-type: none"> ● Customization and Configuration of NUGP to meet the State/ UT requirement ● Implementation of User end System as per NUGP implementation guidelines. ● Cloud Hosting, Network and services of NUGP for State/ UT ● Implementation of micro services as desired by the State/ UT based on NUIS Digital Blue Print ● Citizen Centric Mobile Applications ● Handshaking with central platform
	ULB/ Cluster-level	
3.	Phase 2B- Data Digitization & Migration	<ul style="list-style-type: none"> ● Migration and aggregation at State/ UT level of existing databases. ● Data Digitization, ingestion and migration

		<ul style="list-style-type: none"> Data Validation and acceptance at city level (old legacy records) wherever required
4.	Phase 3- Testing & Change Management	<ul style="list-style-type: none"> User Acceptance Final Acceptance testing Training & Capacity Building System Documentation and creation of training manuals Project component' SoPs System Audits
5.	Phase 4- Project Go-live	<ul style="list-style-type: none"> Commencement of operations- Project Go-live
6.	Phase 5- Operations & Maintenance	<ul style="list-style-type: none"> Service Level Agreement Centralized Help desk Technology Support Hand over and Exit Management

b. Key Phase-wise Deliverables

The IMPLEMENTATION PARTNER(s) has to ensure the following deliverables while engagement for the intended objective:

Table 4: Deliverables

S.No.	Phase	Deliverable
1.	Phase 1- Project Inception & Requirement Gathering	Inception Report- Requirement Assessment, Approach & Methodology and Work Plan
2.	Phase 2A- Implementation (Platform and Modules)	Weekly Progress Reports, Preliminary Implementation Closure Report (subject to testing), FRS for new functionalities
3.	Phase 2B- Data Digitization & Migration	Data Digitization assessment report, Data Aggregation report
4.	Phase 3- Testing & Change Management	UAT, FAT, Training Assessment Report, SoPs, Training Manuals, IT & Process Audit Compliances
5.	Phase 4- Project Go-live	Project Go-live Report
6.	Phase 5- Operations & Maintenance	Periodic SLA reports

2. Focal points of Implementation at States/ UTs under the central empanelment

The implementation of this project involving the aforementioned Scope of Work is primarily seen with 3 major contours of implementation which include:

- i. Smaller ULBs
- ii. Large ULBs
- iii. State-wide Project Management and central aggregation

Considering the 3 above focal units the IMPLEMENTATION PARTNERS need to prepare themselves to cover all the aforementioned areas together. The onus of parallel project execution will lie on the PARTNER as per the State/ UT specific requirement either through consortium or through a sole participation in the adopted selection process. In case of consortium, it is preferred to collaborate with the empanelled members as per their capabilities and fitments for above focused establishments to catalyse the State-wide implementation.

3. Project Timelines

Based upon the type of the State and thereby the volume of Scope of Work involved in the implementation across the State/ UT, the timelines are defined and categorized as follows:

Table 5: Timelines (Indicative)

S.No	Timeline- T* onwards (Signing of Contract/ Lol)	Type I States/ UTs (>300 ULBs)	Type II States/ UTs (81-300 ULBs)	Type III States/ UTs (upto 80 ULBs)
1.	Phase 1- Project Inception & Requirement Gathering	T1= T + 30 days	T1= T + 20 days	T1= T + 15 days
2.	Phase 2A- Implementation & Customization (Platform and Modules)	T2= T1 + 180 days	T2= T1 + 120 days	T2=T1 + 50 days
3.	Phase 2B- Data Digitization & Migration			
4.	Phase 3- Testing & Change Management	T3= T2 + 90 days	T3= T2 + 60 days	T3= T2 + 30 days
5.	Phase 4: Project Go-live	T4= T3 + 10 days	T4= T3 + 7 days	T4= T3 + 5 days
6.	Phase 5- Operations & Maintenance	T5= T4 + 36 months	T5= T4 + 36 months	T5= T4 + 36 months

4. Availability of RFE Document and communications

The document can be downloaded from the following website: <https://niua.org/cdg>

All communications, requiring any clarification, including the submission of Offer shall be addressed to the following emails:

Email to: cdg-contact@niua.org

Copy to: director@niua.org

5. Validity of Applications

The Application shall be valid for a period of not less than 120 (one hundred and twenty) days from the Application Due Date hereinafter called "**Application Validity Period**". NIUA reserves the right to reject any Application, which does not meet this requirement.

6. Description of Empanelment Process

- NIUA proposes to adopt a single stage process to evaluate Applications received based on criteria set out in this RFE Document. Based on this evaluation undertaken, a classified list of empanelled IMPLEMENTATION PARTNERS is expected to be prepared.
- NIUA proposes to empanel eligible IMPLEMENTATION PARTNERS through this process. NIUA shall empanel the Applicants based on evaluation criteria as set out in Section E of this RFE document.
- The purpose of empanelment is to create a pool of agencies/IMPLEMENTATION PARTNERS that can provide technical support to States/ULBs for implementation of NUDM. However, by virtue of getting empanelled, NIUA does not either entitle an empanelled IMPLEMENTATION PARTNER to claim their expenses incurred, if any, in the process of empanelment or to claim for any assignment, whatsoever it may be.

7. Pre-Application Conference

- Pre-Application Conference of the Applicants shall be convened at the designated date and time in online mode.
- During the course of Pre-Application Conference, the Applicants will be free to seek clarifications and make suggestions for consideration of NIUA. NIUA shall endeavour to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive Empanelment Process.
- The link to join pre-application conference is as follows:

<https://meet.google.com/zki-wfum-hdg>

C. Instructions to Applicants

1. General

- a. NIUA wishes to receive Applications from eligible entities in order to empanel VENDORS as IMPLEMENTATION PARTNERS for implementation and Maintenance of National Urban Governance Platform (NUGP) for state and local governments in India.
- b. The Applicant shall submit its Application in the form and manner specified in this RFE. It is expected that a separate selection process would be undertaken by the States, UTs and Cities to appoint IMPLEMENTATION PARTNER for their specific assignments. The successful IMPLEMENTATION PARTNER emerging from such selection process shall be required to enter into City/ State/ UT specific contracts with the concerned government entity.

2. Tender Fee & EMD

The bidder has to deposit a non-refundable tender fee of INR 5,000 (Rupees Five Thousand) and a refundable EMD of INR 1,00,000 (Rupees One lac). The EMD of all the bidders shall be returned within 120 days of conclusion of the empanelment process. The Bidders are requested to submit the requisite Tender Fees as Demand Draft only in favour of **National Institute of Urban Affairs** Payable at New Delhi.

Eligible Applicants

The Applicant eligible for participating in the qualification process shall be a Single Business Entity

- a. For the purpose of this RFE, a Business Entity shall mean a company incorporated in India under the provisions of the Companies Act, 2013 (or as amended from time to time). Copy of such Registration Certificate should be submitted along with the Application.
- b. The Applicant should submit a Power of Attorney as per the format enclosed at **Annexure 2**, authorising the signatory of the Application to commit the Applicant.

A few critical considerations include:

- i. The Applicant which has earlier been debarred by NIUA/ MoHUA or blacklisted by any State government or central government / department / agency in India from participating in bidding process shall not be eligible to submit an Application, if such bar subsists as on the Application Due Date. The Applicant shall be required to furnish an affidavit that there is no such bar imposed and existing as on the Application Due Date as per format provided in **Annexure 6**. In case the Applicant gets banned by NIUA/ MoHUA blacklisted by any State government or central government / department / agency during the Empanelment Period such Applicant shall cease to be empanelled with NIUA.
- ii. While submitting an Application, the Applicant should attach clearly marked and referenced continuation sheets in the event that the space provided in the specified forms in the annexures is insufficient. Alternatively, Applicants may format the specified forms making due provision for incorporation of the requested information.
- iii. NIUA reserves the right to empanel entities in compliance with the Make in India Initiative /directives issued by the Government of India.
- iv. The Start-ups and MSMEs will also be considered for empanelment of the IMPLEMENTATION PARTNERS and as per applicable policies of Government of India.

3. Number of Applications

Each Applicant shall submit only one (1) Application for the assignment.

4. Application Preparation Cost

The Applicant shall be responsible and shall bear all costs and expenses associated with the preparation of its Application and its participation in the empanelment. It is clarified that NIUA shall not be responsible or in any way liable for such costs, expenses regardless of the conduct or outcome of the empanelment.

5. Acknowledgement by the Applicant

- a. It is desirable that each Applicant submits its Application after collection of required information and analysis or any other matter considered relevant by it.
- b. It would be deemed that by submitting the Application, the Applicant has:

- Made a complete and careful examination of the RFE Document; and
 - Received all relevant information requested from NIUA.
 - Agrees to unconditionally abide by the terms and conditions laid down in this RFE.
- c. NIUA shall not be liable for any mistake or error on the part of the Applicant in respect of the above.

6. Right to Accept or Reject any of the Applications

- a. Notwithstanding anything contained in this RFE Document, NIUA reserves the right to accept or reject any Application or to annul the empanelment process or reject all Applications at any time, without assigning any reasons thereof and without any liability or any obligation, of any nature whatsoever, for such rejection or annulment.
- b. NIUA reserves the right to reject any Application if:
- i. At any time, a material misrepresentation is made or discovered; or
 - ii. The Applicant does not respond promptly and diligently to requests for additional information or clarification required for evaluation of the Application.
 - iii. Submits an application with pre-conditions either explicitly stated or implied.
- c. Rejection of the Application by NIUA, as aforesaid, would lead to the disqualification of the Applicant.

7. Amendment of RFE Document

- a. At any time prior to the Application Due Date, NIUA may, for any reason, whether at its own initiative or in response to clarifications requested by an Applicant, modify the RFE Document by the issuance of Addenda posted on the website:
- b. Any Addendum thus issued will also be posted on the website:
- c. In order to provide the Applicants a reasonable time to examine the Addendum, or for any other reason, NIUA may, at its own discretion, extend the Application Due Date.

8. Clarifications

An Applicant requiring any clarification on the RFE Document may request NIUA online through mail at Email: cdg-contact@niua.org with CC to director@niua.org

The Applicants should send in their queries latest by the relevant date and time mentioned in the Fact Sheet in Excel Sheet only

NIUA would endeavour to respond to the queries by the date mentioned in the Schedule of empanelment process. The responses will be uploaded on the website: <https://niua.org/cdg>

D. Preparation and Submission of Application

1. General Terms for examination of Proposals

- a. The Proposals/ Bids will follow the Single envelope/ file based approach. The set will comprise of the Technical Proposal which will be submitted to NIUA at cdg-contact@niua.org.
- b. The proposals, so received, shall subsequently be examined and evaluated in accordance with the criteria set out in this RFE.
- c. NIUA-CDG reserves the right to utilise the services of consultant/s or advisor/s, to assist in the examination, evaluation, and comparison of proposals.
- d. NIUA-CDG reserves the right to reject any Offer, if:
- i. At any time, a material misrepresentation is made or discovered; or
 - ii. The Applicant for IMPLEMENTATION PARTNER does not respond promptly and diligently to requests for supplemental information required for the evaluation of the proposal.
- e. NIUA-CDG, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:
- i. Suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto;
 - ii. Consult with any participating IMPLEMENTATION PARTNER in order to receive clarification or further information;
 - iii. Retain any information and/or evidence submitted to NIUA-CDG by, on behalf of and/or in relation to any participating IMPLEMENTATION PARTNER; and/or
 - iv. Independently verify, disqualify, reject and/or accept any and all submissions or other

information and/or evidence submitted by or on behalf of any participating IMPLEMENTATION PARTNER.

- f. It shall be deemed that by submitting the proposal, the IMPLEMENTATION PARTNER agrees and releases NIUA-CDG, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or future.
- g. All documents and other information supplied by NIUA-CDG or submitted by a Prospective applicant shall remain or become, as the case may be, the property of NIUA. NIUA-CDG shall not return any submissions made hereunder. IMPLEMENTATION PARTNER are required to treat all such documents and information as strictly confidential.
- h. NIUA-CDG reserves the right to make inquiries with any of the clients listed by the participating IMPLEMENTATION PARTNER in their previous experience record.

2. Language

The Application and all related correspondence and documents should be furnished in English language. Documents enclosed with the Application may be in any other language provided that these are accompanied by appropriate translations of the pertinent passages in the English language. Supporting material, which are not translated into English, may not be considered. For the purpose of interpretation and evaluation of the Application, the English language translation shall prevail.

3. Submission of Application

- a. The Applicant would provide all the information in terms of this RFE Document. Only those Applications shall be evaluated that are received in the required format and complete in all respects.
- b. The Applicant shall submit a complete Proposal comprising the documents and forms in accordance with the requirements specified in this document. The submission will be done electronically on email. Proposals submitted by any other means will be rejected.
- c. Each page of the application to be numbered, signed and stamped.
- d. All applications be submitted via email to:

Email to: cdg-contact@niua.org

Copy to: director@niua.org

4. Sealing and Marking of Applications

An authorized representative of the Applicant with the Power of Attorney shall digitally sign the submission letters in the required format. The authorization shall be in the form of a written power of attorney scanned and uploaded together with the Application as per **Annexure 2**.

The Application shall contain the following (checklist):

Table 6: Application Check-list along with the proposal

a.	Letter of Application	Refer Annexure 1
b.	Power of Attorney for signing of the Application	Refer Annexure 2
c.	Details of Applicant	Refer Annexure 3
d.	Financial Capability of the Applicant	Refer Annexure 4A
e.	Positive Net-worth of the Applicant	Refer Annexure 4B
f.	Experience of Applicant	Refer Annexure 5A and 5B
g.	Affidavit certifying that Business Entity / Director(s) of Business Entity are not blacklisted / debarred	Refer Annexure 6
h.	Technical Man-power HR Certificate	Refer Annexure 7
i.	Pre-bid/ pre-application queries' format	Refer Annexure 8

j.	Geographical preferences	Refer Annexure 9
----	--------------------------	------------------

5. Application Due Date

- a. The Application or its modifications must be submitted no later than the deadline mentioned in the Fact Sheet, or any extension to this deadline. Applications submitted by either facsimile transmission or other means shall not be accepted.
- b. NIUA may, in exceptional circumstances, and at its sole discretion, extend the Application Due Date by issuing an Addendum/ Corrigendum, uniformly for all Applicants.

6. Late Applications

The Electronic system will not accept any applications of its modification for uploading after the deadline.

7. Opening of Applications

The NIUA evaluation committee shall conduct the opening of the Applications online after the Application submission deadline.

8. Evaluation of Applications

- a. The Applications, so received, would subsequently be examined and evaluated in accordance with the criteria set out in Section E.
- b. NIUA reserve the right to utilise the services of consultant/s or advisor/s, to assist in the examination, evaluation, and comparison of Applications.

9. Confidentiality

- a. Information relating to the examination, clarification, evaluation, and recommendation for the short-listed Applicants shall not be disclosed to any person not officially concerned with the Empanelment Process. NIUA will treat all information submitted as part of Application in confidence and would require all those who have access to such material to treat the same in confidence. At the conclusion of the evaluation process, NIUA shall publish the list of Applicants that have been empanelled.
- b. NIUA shall not divulge any such information unless it is ordered to do so by any authority pursuant to applicable law or order of a competent court or tribunal, which requires its disclosure.
- c. NIUA as the facilitator to the States in fast tracking the implementation of NUGP, may issue communications from time-to-time.

10. Tests of Responsiveness

- a. Prior to evaluation of Applications, it shall be determined whether each Application is responsive to the requirements of the RFE Document. An Application shall be considered non responsive if the Application:
 - i. is not received online as indicated in the RFE document;
 - ii. is not signed and stamped on every page with the submission letters;
 - iii. does not contains all the information and documents in the formats set out in this RFE Document (Table 8: Application Check-list along with the proposal); and
 - iv. does not mentions the Application Validity Period
- b. NIUA reserves the right to reject any Application which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by NIUA in respect of such Applications.

11. Clarifications to Facilitate Evaluation

- a. To facilitate evaluation of Applications, NIUA, at its sole discretion, may seek clarifications in writing from any Applicant regarding its Application. Such clarifications shall be provided within the time specified by NIUA, as the case may be, for this purpose. Any request for clarifications and all clarifications shall be in writing.
- b. If an Applicant does not provide clarifications sought, within the prescribed time, its Application shall be liable to be rejected. In case the Application is not rejected, NIUA may proceed to evaluate the Application by construing the particulars requiring clarification to the best of its understanding, and the Applicant shall be debarred from subsequently questioning such interpretation.

12. Conflict of Interest

NIUA requires that the Empanelled IMPLEMENTATION PARTNER provide professional, objective, and impartial advice and at all times hold paramount the interests of NIUA and/or the

city/State for which services are provided, strictly avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Empanelled IMPLEMENTATION PARTNER shall not accept or engage in any assignment that would be in conflict with, or that may place it in a position of not being able to carry out the assignment for which it has been engaged.

13. Shortlisting of IMPLEMENTATION PARTNER

- After the evaluation of Applications, NIUA shall shortlist Applicants who meet the qualification criteria as set out in this RFE Document. A notification will be published for the successful applications on NIUA portal.
- The Empanelled Applicants would be duly notified that such Applicants are empanelled with NIUA ("Notification of Empanelment").
- The Empanelment of service will be initially for the period of 36 (Thirty-Six) months from date of first 'Notification of Empanelment'. NIUA may renew the empanelment for an additional duration as decided by NIUA at its sole discretion.
- The NIUA reserves the right to make modifications to the panel after following due process.

E. Criteria for Evaluation

1. Evaluation of Applications

The interested applications for the implementation of the project, will undergo the following methodology comprising of the following qualification criteria for shortlisting of IMPLEMENTATION PARTNER:

Table 7: Qualification Criteria

S.No.	Eligibility Criteria	Documentary Evidence*
1.	<p>Company Standing</p> <p>a. The Applicant, should be registered under Companies Act, 1956/ 2013 or as amended (from time to time) or an LLP registered under LLP Act 2008/ Partnership firm under Partnership Act 1932.</p> <p>b. The Applicant should have completed at least 2 years of Operations in India as on bid submission date</p>	<p>i. Copy of Certification of Incorporation/ Registration Certificate</p> <p>ii. Copy of PAN Card</p> <p>iii. Copy of GST Registration</p> <p>Response Formats:</p> <p>Annexure 1;</p> <p>Annexure 2;</p> <p>Annexure 3;</p>
2.	<p>Turnover</p> <p>Average Annual Turnover from IT/ICT/e-Governance services (including software but excluding any IT Hardware) during the last three financial years (FY 2020-21, 2021-22, 2022-23).</p> <p>The Applicant should have minimum average annual turnover for the aforementioned years as More than INR 5 Crore.</p> <p>MSME registered firms are exempted from the Turnover criteria to qualify for empanelment.</p>	<p>i. Certificate from the Statutory Auditor/ Chartered Accountant on turnover details for the last three FYs. The certificate must have UDIN issued by ICAI. However, for Current FY, a provisional certificate from the CA / Statutory Auditor shall be accepted</p> <p>ii. Valid MSME Certificate needs to be provided for availing the exemption available to MSME.</p> <p>Response Formats:</p> <p>Annexure 4A</p>
3.	<p>Positive Net-worth</p>	<p>Certificate from the Statutory Auditor/ Chartered Accountant</p>

	The Lead bidder must have Positive Net Worth for last three years	on positive net-worth for the last three (3) financial years. The certificate must have UDIN issued by ICAI. However, for Current FY, a provisional certificate from the CA / Statutory Auditor shall be accepted Response Formats: Annexure 4B
4.	Project Experience A minimum of Two (02) projects with minimum contract value of INR 2 Crores (excluding taxes) for IT-centric services in eGovernance / ERP projects (completed/ ongoing) in Urban Sector (for any ULB/ State/UT/Central government), since 01 st April 2017 upto the date of bid submission.	Document signed by the Statutory Auditor of the Applicant having UDIN issued by ICAI. These documents may be submitted for ongoing projects as well. Response Formats: Refer to Annexure 5A and 5B
5.	Non- blacklisted The Applicant and its Partner/ Directors should not have been blacklisted/ debarred by any Central Government/ State Government/ PSU or any other Government Institution/ Authority in India/ Multi-lateral funding agency. Also, have not been under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice, breach of contract or restrictive practice with any Indian Central Government/ State Government in last three (3) years as on bid submission date and the same must have been revoked prior to bid submission	The Applicant shall furnish an undertaking signed by CEO/ Country Head/ Authorized signatory of the company to be provided on Non – judicial stamp paper of INR 100/- or such equivalent amount and document duly attested by notary public Response Formats: Annexure 6
6.	ISO Certifications The Applicant to possess any Two (02) of the following certifications, which are valid at the time of bidding. i. ISO 9001:2008/ ISO 9001:2015 for Quality Management System ii. ISO 20000:2011/ ISO 20000:2018 for IT Service Management iii. ISO 27001:2013 for Information Security Management System	The Applicant must provide- Copies of valid certificates OR In case, the Applicant is in the process of re-certification of ISO certification, then the copy of expired certificate and present assessment certificate from duly authorised ISO auditor to be enclosed.

7.	<p>CMMI certification: The Applicant to possess CMMI certification (Level 4 or above), which is valid at the time of bidding.</p>	<p>Copy of the certificate.</p> <p>OR</p> <p>In case, the Applicant is in the process of re-certification of CMMI certification, then the copy of expired certificate and present assessment certificate from duly authorised CMMI auditor to be enclosed.</p>
8.	<p>Resource strength</p> <p>The Applicant should have a minimum 50 resources as full time employees on payroll of the Applicant, working in the Application/Software development/e-Governance business unit providing “IT / ICT services including post implementation support and operations” as on bid submission date.</p>	<p>Certificate from the Head of HR Department or equivalent on bidding entity’s letter head countersigned by authorised signatory of this bid.</p> <p>Response Formats: Annexure 7</p>

***Note:** This empanelment is done on the PQ parameters only.

It is to be noted that the aforementioned PQ terms will be evaluated with marking mechanism at the time of selection by respective sponsoring agencies (at States/ UTs) as per the project requirement.

2. Manpower: Roles & Responsibilities

(Table 8: Manpower: Roles & Responsibilities (Indicative only, CVs not to be submitted as part of the RFE response)

The following resource requirement is envisaged for successful implementation of the outlined Scope of Work, at States/ UTs:

Role	Resource Profile	Min. Qualification
Program Manager	<ul style="list-style-type: none"> ● Experience: > 12 years ● Experience in IT Consulting projects/ implementation of ULB/ e-Governance projects in Urban Sector ● Multiple stakeholder management experience in Government set-up ● Should have worked in atleast 1 ULB project in similar domain or equivalent for atleast two years 	<ul style="list-style-type: none"> ● Degree in Information Technology/ Electronics /Computer Science Engineering or MCA with MBA

IT Business Analysts	<ul style="list-style-type: none"> ● Experience: > 8 years ● Experience in electronic delivery of Services (G2C, G2G, G2B) ● Experience in creating a detailed business analysis, outlining problems, opportunities and solutions for a business, Budgeting and forecasting, Planning and monitoring, Variance Analysis, Pricing, Reporting, Defining business requirements ● Experience in As-Is study, Gap analysis, defining To-Be processes, Preparation of FRS 	<ul style="list-style-type: none"> ● Degree in Information Technology/ Electronics /Computer Science/similar Engineering or MCA
Solution Architect	<ul style="list-style-type: none"> ● Experience: > 8 years ● Experience in solution architecting, designing of IT solution/ software requirements, deliverables such as conceptual design, usability, external data interface requirements, data loading, maintenance plans ● Experience in Distributed computing, Java, API driven Development, RDBMS, Restful web services, Spring Framework, JavaScript, NodeJS, HTML 5 ● Should have experience in micro-service architectures. 	<ul style="list-style-type: none"> ● Degree in Information Technology/Electronics /Computer Science/similar engineering or MCA
Full Stack & Application Developers	<ul style="list-style-type: none"> ● Experience: > 8 years ● Should have worked in atleast 1 IT project as a Full stack/Application developer in Government set-up ● Should have worked as a back-end developer with an in-depth understanding of the entire web development process (design, development, and deployment) ● Should have experience in micro-service architectures. ● Hands-on experience with programming languages like Java, JavaScript, PHP, Spring JPA, REST API, Kafka and Python 	<ul style="list-style-type: none"> ● Degree in Information Technology/Electronics /Computer Science/similar engineering or MCA

DevOps & Cloud Monitoring	<ul style="list-style-type: none"> ● Experience: > 8 years ● Should have worked in atleast 1 IT project as a DevOps & Cloud monitoring in Govt./ Enterprises set-up ● Hands-on experience in performing Release Management, Managing Repository, Security and Build tools, CI/ CD in cloud architecture. ● Experience with modern DevOps fundamentals, tools and techniques ● Experience in CI/CD - Git, Maven and Jenkins 	<ul style="list-style-type: none"> ● Degree in Information Technology/Electronics /Computer Science/similar engineering or MCA
Database Administrator	<ul style="list-style-type: none"> ● Experience: > 8 years ● Should have worked in atleast 1 IT project as a Database Administrator in Govt./ Enterprises set-up ● Hands-on experience in SQL /Postgres DBA. Database Tuning, backup, Archiving ● Hands-on proven experience in Database Management, Storage & Retrieval Mechanisms, XLS and Macros 	<ul style="list-style-type: none"> ● Degree in Information Technology/Electronics /Computer Science/similar engineering or MCA
IT Security and Audit Expert	<ul style="list-style-type: none"> ● Experience: > 8 years ● Experience in Information security projects including preparing comprehensive policies & processes (like cyber-security, Disaster Recovery and BCP policy based on BS7799 / ISO 27001 and BS15000 / ISO 20000 guidelines covering all the IT Infrastructure assets; back-up & archival plan; data access & retention policies for at least 5 years in a Govt. / Enterprise domain 	<ul style="list-style-type: none"> ● Degree in Information Technology/Electronics /Computer Science/similar engineering or MCA with any one of the valid certifications (ECSA/CEH/CISA/ CISM/CISSP/ISO 20000/ISO 27001
Capacity Building Expert	<ul style="list-style-type: none"> ● Experience: > 6 years ● Experience in Change Management, Manpower Augmentation, Training Modules, SoPs for at least 3 years in a Govt. / Enterprise domain 	<ul style="list-style-type: none"> ● Degree in Information Technology/Electronics /Computer Science /similar engineering or MCA
Help Desk and Support (internal and external purposes):	<ul style="list-style-type: none"> ● The ability to build a cohesive team and to manage people effectively. ● Knowledge of managing 	<ul style="list-style-type: none"> ● Bachelor's Degree and relevant experience

1 Team Lead + 4 Executives	<p>helpdesk, fluent in local language, good typing skills and understanding of the service desk and the ability to set the long-term direction of the team.</p> <ul style="list-style-type: none"> • An ability to balance and plan the short-term actions of the team. • Knowledge and understanding of relevant industry standards 	
ULB onsite team: Manager	<ul style="list-style-type: none"> • A minimum of 6 years of IT industry experience, preferable in IT implementations and 3 years of relevant experience in managing Application Development projects and Maintenance Projects with exposure to Waterfall or Agile methodology or ITIL Framework • Implementation of IT infra projects • Excellent oral and written communication skills • Good understanding of Windows and Linux/Unix OS deployments • Able to understand LAN/ WAN network implementation 	<ul style="list-style-type: none"> • Degree in Information Technology/ Electronics /Computer Science
ULB onsite team: IT Support	<ul style="list-style-type: none"> • A minimum of 4 years of IT industry experience • To take care of the operations and the hardware maintenance requirements • Compiling, verifying accuracy and sorting information to prepare source data for computer entry • Reviewing data for deficiencies or errors, correcting any incompatibilities and checking output 	<ul style="list-style-type: none"> • Degree/ Diploma in Information Technology/ Electronics /Computer Science/ Hardware
ULB onsite team: Data Entry Operator	<ul style="list-style-type: none"> • To support the ULB officials in operations/ application user interface and Data Entry • Entering user and account data from source documents within time limits 	<ul style="list-style-type: none"> • Bachelor's Degree in Science / BCA with relevant experience
Subject Matter Expert (SME)	<ul style="list-style-type: none"> • Experience: > 8 years • Must have an Urban Domain Module and work flow experience. The modules may include-functionalities pertaining to: Online Building Plan Approval System, Property Tax, Trade License, etc. • Must have exposure of interdependencies of applications or processes. • Should be capable to automate 	<ul style="list-style-type: none"> • Graduate/ Post-Graduate with certification or specialization in domain and subject matter area(s). • Individuals with specific expertise and responsibility in a particular area or field with a deep understanding of a particular job, process,

	<p>the re-engineered modules as per the ULB requirements.</p> <ul style="list-style-type: none"> ● In case certain project implementation requires competency in niche areas like in Building plan rules definition, Property Tax, Trade Licensing, Municipal Accounting, Domain Experts, etc. In such cases where the skill gap exists, then the resources under "Subject Matter Expert" profile maybe allowed as it could help bridge the competency gap and timely completion of the project. 	<p>department, function, technology, machine, material or type of equipment.</p>
--	---	--

3. Fraud and Corrupt Practices

This empanelment will declare an agreement on the part of qualified and shortlisted entities to be in compliance with the clauses pertaining to fraud and corrupt practices, applicable to procurement processes at the respective States and UTs. The detailed clauses will form the part of the RFP document published by the States and UTs for the selection of their respective Implementation Partner out of the empanelled entities through this RFE process.

4. Miscellaneous

- a. The Empanelment Process shall be governed by, and construed in accordance with, the laws of India and the Courts at New Delhi shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Empanelment Process.
- b. NIUA, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:
 - i. Suspend and/or cancel the Shortlisting Process and/or amend and/or supplement the Shortlisting Process or modify the dates or other terms and conditions relating thereto;
 - ii. Consult with any Applicant in order to receive clarification or further information;
 - iii. Retain any information and/or evidence submitted to NIUA by, on behalf of and/or in relation to any Applicant; and/or
 - iv. Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Applicant.
- c. It shall be deemed that by submitting the Application, the Applicant agrees and releases NIUA, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or future.
- d. All documents and other information supplied by NIUA or submitted by an Applicant shall remain or become, as the case may be, the property of NIUA. NIUA will not return any submissions made hereunder. Applicants are required to treat all such documents and information as strictly confidential.
- e. NIUA reserves the right to make inquiries with any of the clients listed by the Applicants in their previous experience record.

F. Annexures & Appendices

Annexure 1: Format for Letter of Application

[On the Letter head of the Applicant]

Date:

To
Director, NIUA

XXXXX

Ref: RFE for Empanelment of IMPLEMENTATION PARTNER for implementation and Maintenance of National Urban Governance Platform (NUGP) for State and local governments in India.

Dear Sir,

Being duly authorized to represent and act on behalf of (Hereinafter referred to as "the Applicant"), and having gone through and fully understood all of the eligibility and qualification requirements and information provided, the undersigned hereby apply for Shortlisting for the captioned assignment.

We, the undersigned, having examined the RFE (including any Corrigendum, Addendum issued), the receipt of which is hereby duly acknowledged, offer to comply the requirements as stated in the RFE and abide by its Terms and Conditions.

Further, we confirm that the information contained in this response/ proposal or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to NIUA is true, accurate, verifiable and complete.

We are enclosing our Application for Qualification in one (1) original, with the details as per the requirements of the RFE Document, for your evaluation. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be disqualified from the selection process or termination of the contract during the project, if selected.

We confirm that our Application is valid for a period of 120 (one hundred and twenty) days from
(Application Due Date)

Yours faithfully,

(Signature of Authorised Signatory)
(Name, Title and Address)

Annexure 2: Format for Power of Attorney for Signing of Application

(On Non – judicial stamp paper of Rs 100/- or such equivalent document duly attested by notary public)

Power of Attorney

Know all men by these presents, we (name and address of the registered office) do hereby constitute, appoint and authorise Mr. / Ms..... (name and residential address) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our application for Empanelment of IMPLEMENTATION PARTNER for implementation and Maintenance of National Urban Governance Platform (NUGP) for state and local , including signing and submission of all documents and providing information / responses to NIUA, representing us in all matters before NIUA, and generally dealing with NIUA in all matters in connection with our bid for the said Assignment.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

For _____
(Signature)

(Name, Title and Address)

Accepted

..... (Signature)

(Name, Title and Address of the Attorney)

Note:

- *To be executed by the Applicant.*
- *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*

In case the Application is signed by an authorised Director of the Applicant, a certified copy of the appropriate resolution/ document conveying such authority may be enclosed in lieu of the Power of Attorney. governments in India.

Annexure 3: Format for Details of Applicant**1. Details of Applicant**

a.	Name of applicant with full address	:	
b.	Tel. No.	:	
c.	Fax No.	:	
d.	Email	:	
e.	Year of Incorporation.	:	
f.	Name and address of the person holding the Power of Attorney.	:	
g.	(i) Place of Business.		
	(ii) Date of Registration.	:	
h.	Name of Bankers with full address.	:	
i.	Regional presence Direct office)		(Please provide location names)
j.	GST Registration Number (copy).	:	
k.	Are you presently debarred / Blacklisted by any Government Department /Public Sector Undertaking /Any Employer? (If Yes, please furnished details)	:	
l.	Name and details (Tel / Mobile / E mail) of contact persons	:	

Annexure 4A: Format for Financial Capability of the Applicant**

(Equivalent in Rs. crores)

Applicant*	Average Annual Turnover				
	2020-21	2021-22	2022-23 (provisional)	Total	Average
Average Annual Turnover from IT/ICT services/e-Governance services (excluding IT infrastructure, networking equipment, storage backup equipment, servers and other auxiliary infrastructure)					
Applicant					

Certificate from the Statutory Auditor

This is to certify that(name of the Applicant) has received the payments shown above against the respective years on account of services rendered for IT/ICT services/e-Governance services (excluding IT infrastructure, networking equipment, storage backup equipment, servers and other auxiliary infrastructure)

Name of the Audit firm:

Seal of the Audit firm

Date:

(Signature, name and designation of the authorised signatory)

- # The Applicant should provide the Financial Capability based on its own financial statements. Financial Capability of the Applicant's parent company or its subsidiary or any associate company will not be considered for computation of the Financial Capability of the Applicant.
- * Any Applicant should fill in details as per the row titled Applicant and ignore the row below.
- ** The certificate must have UDIN issued by The Institute of Chartered Accountants of India (ICAI).

Annexure 4B: Positive Networth of the Applicant**

(Equivalent in Rs. crores)

Applicant*	Net worth of the Applicant				
	2020-21	2021-22	2022-23 (provisional)	Total	Average
Applicant					
<p>Certificate from the Statutory Auditor</p> <p>This is to certify that(name of the Applicant) has a net worth shown above against the respective years on account of the firm.</p> <p>Name of the audit firm:</p> <p>Seal of the audit firm</p> <p>Date:</p> <p>(Signature, name and designation of the authorised signatory)</p>					

** The certificate must have UDIN issued by The Institute of Chartered Accountants of India (ICAI).

Annexure 5A: Format for Project Experience of the Applicant

It is certified that the participating firm <_____> is meeting the minimum required Project Experience- A minimum of two projects in India with a minimum contract value of INR 2 Crores (excluding taxes) for each project, for IT-centric services in eGovernance / ERP projects (completed/ ongoing) for any ULB/ State/ UT/ Central Government/ Public Sector organization, since 01st April 2017 up to the date of response submission.

The details are as below:

Assignment name:	Value of the contract (in INR):
Country:	Duration of assignment (months):
Name of Client:	Total No of staff-months of the assignment:
Address:	
Start date (month/year): Completion date (month/year):	
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

Note: use separate sheet for each eligible project

Certified that the above information is correct to the best of our knowledge and no relevant information is concealed. If at any time during or after the Empanelment, it is proved that the information furnished by us is wrong, NIUA reserves the right to take necessary action against our firm as per applicable Laws/Rules of the land.

Signature of Authorized Representative of the Firm

Date _____ Name _____

Place _____ Designation _____

Tel No. _____

Mobile No. _____

E Mail ID _____

Seal/Stamp of the Firm

Note: The certification to be accompanied with supporting document(s)- Annexure 5B as per Item #4 (Project Experience), Table 7: Qualification Criteria.

Annexure 5B: Supporting format for Project Experience of the Applicant

It is certified that the participating firm <_____> is meeting the minimum required ProjectExperience- A minimum of two projects in India with a minimum contract value of INR 2 Crores (excluding taxes) for each project, for IT-centric services in eGovernance / ERP projects (completed/ ongoing) for any ULB/ State/ UT/ Central Government/ Public Sector organization, since 01st April 2017 up to the date of response submission.

The details are as below:

UDIN: Verification link:	
Assignment name:	Value of the contract (in INR):
Country:	Duration of assignment (months):
Name of Client:	Total No of staff-months of the assignment:
Address:	
Start date (month/year): Completion date (month/year):	

Note: use a separate sheet for each eligible project

The above information is correct to the best of our knowledge and no relevant information is concealed. If at any time during or after the Empanelment, it is proved that the information furnished by us is wrong, NIUA reserves the right to take necessary action against our firm as per applicable Laws/Rules of the land.

Statutory Auditor of the Applicant

Date _____ Name _____

Place _____ Designation _____

Tel No. _____

Mobile No. _____

E Mail ID _____

Seal/Stamp of the Firm

Note: This forms an essential support to Annexure '5A'.

Annexure 6: Format for Affidavit Certifying that Entity/Director/s of Entity are not Blacklisted

(To be executed on Non – judicial stamp paper of INR 100/-or such equivalent amount and documentduly attested by notary public)

Affidavit

I/We M/s.....[insert name and address of the registered office] hereby certify and confirm that we or any of our (Partners/ Directors within the LLP Firm OR Partnership Firm) / (Board of Directors for Limited companies) [*strike out whichever is not applicable*] have **not** been blacklisted/ debarred by any Central Government/ State Government/ PSU or any other Government Institution/ Authority in India/ Multi-lateral funding agency in India from participating in Project/s, as on _____ [response submission date] and any blacklisting/debarment in the last three (03) years has been revoked prior to response submission.

Also, any of our (Partners/ Directors within the LLP Firm OR Partnership Firm) / (Board of Directors for Limited companies) [*strike out whichever is not applicable*] have **not** been under any legal action for indulging in criminal offence, bribery practice, corrupt practice, fraudulent practice, coercive practice, undesirable practice, breach of contract or restrictive practice with any Indian Central Government/ State Government as on_[response submission date] and any such legal action inthe last three (03) years has been revoked prior to response submission.

We further confirm that we are aware that as per the RFE, our Application for the captioned Assignment would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of the RFE, at any stage of the Shortlisting Process or thereafter during the shortlisting period.

Dated this Day of..... , 2022

[Name of the Applicant]

.....

[Signature of the Authorised Representative of the firm]

.....

[Name of the Authorised Representative of the firm]

Location: _____ Date: _____

Annexure 7: Format for HR Certification of the Technical Manpower

(This table is to be provided by the applicant)

Organisational Strength (staff strength in numbers)

Criteria	Staff Strength in numbers	Certification
Total Staff Strength of Organisation		Certified by HR head of the Applicant
Total Technical Staff related to Assignment working in the Application/Software development/e-Governance business unit providing “IT/ICT services including post implementation support and operations” as on bid submission date in the organisation (.....)		Certified by HR head of the Applicant

Certified that the above information is correct to the best of our knowledge and no relevant information is concealed. If at any time during or after the Empanelment, it is proved that the information furnished by us is wrong, NIUA reserves the right to take necessary action against our firm as per applicable Laws/Rules of the land.

Signature of HR Head of the Firm

Date Name _____

Place Designation
Tel No.
Mobile No.
E Mail ID

Counter Signature of Authorized Representative of the Firm

Date Name _____

Place Designation
Tel No.
Mobile No.
E Mail ID
Seal/Stamp of the Firm

Annexure 8: Pre-bid/ pre-application queries' format

The prospective participant, in case of any query before the bidding stage can raise the query seeking clarification in the prescribed following format (as excel document only) before the due date as per the fact sheet:

Name of the firm	S No.	Clause	Page No.	Original Clause	Clarification/ Suggestion

Annexure 9: Preference of the States/ UTs

I hereby declare that the following listed States/ UTs are the submitted preferences from M/s _____ under the empanelment. These are the mere preferences however the firm is open to participate in the selection process of any State/ UT for the project requirements as per the outlined Scope of Work.

Signatory Authority
Name of the Bidder

Appendices

Appendix I: Important Links

1. **Applicable Standards & Guidelines:**

<https://nudm.mohua.gov.in/standards/>

<https://nudm.mohua.gov.in/resources/>

2. **NUIS Digital Blue Print:**

https://smartnet.niua.org/sites/default/files/resources/digital_blueprint-digital-4.pdf

3. **NUIS Strategy and Approach:**

https://smartnet.niua.org/sites/default/files/resources/nuis_master_doc_07.01.19_v5_0.pdf

4. **REoI document for selection of the NUGP partner:**

<https://smartnet.niua.org/content/17e13518-7fa3-4731-8a77-f80a4f3c49ab>

5. **Link to documentation of the baseplatform selected for NUGP:**

<https://docs.digit.org/>

Appendix II: ULBs registered for respective State/UT and Status of MoU Signed with State/ UT

The number of ULBs registered for respective State/UT and status of MoU Signed with 21 State/UT are as under.

Table 9: Indicative Number of registered ULBs State/UT-wise and Status of MoU Signed with State/ UT

S. No	State/UT Name	No. of Urban Bodies	MoU Signed
1.	Andaman & Nicobar	1	
2.	Andhra Pradesh	120	
3.	Arunachal Pradesh	19	Yes
4.	Assam	102	Yes
5.	Bihar	141	Yes
6.	Chandigarh	1	Yes
7.	Chhattisgarh	169	Yes
8.	Delhi (NCT)	4	
9.	Dadra and Nagar Haveli and Daman and Diu	4	
10.	Goa	14	
11.	Gujarat	165	Yes
12.	Haryana	92	Yes
13.	Himachal Pradesh	61	
14.	Jammu and Kashmir	78	Yes
15.	Jharkhand	55	Yes
16.	Karnataka	314	Yes
17.	Kerala	93	Yes
18.	Ladakh	2	Yes
19.	Lakshadweep	N.A.	
20.	Madhya Pradesh	403	Yes
21.	Maharashtra	399	Yes
22.	Manipur	27	Yes
23.	Meghalaya	11	
24.	Mizoram	23	
25.	Nagaland	39	
26.	Odisha	114	
27.	Puducherry (UT)	5	
28.	Punjab	163	Yes
29.	Rajasthan	213	Yes
30.	Sikkim	7	Yes
31.	Tamil Nadu	664	
32.	Telangana	142	
33.	Tripura	20	Yes
34.	Uttar Pradesh	749	Yes
35.	Uttarakhand	93	Yes
36.	West Bengal	126	
	Total	4633	21

Table 10: Classification of ULBs

S No.	Population Range	Governing Local Authority
1	5,000 - 20,000	Nagar Panchayat
2	20,000 - 50,000	Nagar Panchayat / Municipal Council
3	50,000 - 1,00,000	Municipal Council
4	1 lakh to 5 lakh	Municipal Council
5	5 lakh to 10 lakh	Municipal Corporation
6	10 lakh to 50 lakh	Municipal Corporation / Metropolitan Planning Committee
7	50 lakh to 1 crore	-do-
8	More than 1 crore	-do-